

Holiday Shores
Board of Directors Meeting Minutes

Date: February 28, 2018

Attendance

Board Members

Present: Bob Lowrance, Steven Yates, Jr., Shaun Diltz, Dave Decker and Michael Hawks.

Absent: Jeanne Abert & Monte Thus.

Quorum Present: Yes

Others Present

Glenn Dalton, Rob Frey, and Misty Soliben from the Holishor Office.

Holishor Members Present: 8

Proceedings

Meeting called to order at 7:30 PM

Pledge of Allegiance Recited

Minutes of January 24, 2018 & February 19, 2018

Minutes not Available

Transfers of Property

There were 2 transfers of property, both triggered initiation fees.

Correspondence

No Correspondence

Dues Drawing

Winner is Donna Franzini

Old Business

IT Domain Creation Bids

Rich Fennel, 54 Boxwood – The purpose of this recommendation is that the Server we installed has had connectivity issues and user issues. There is an issue with timeliness of solving these problems. We looked at the problems that we had and we believe this is the best solution to increase the efficiency. We believe that we need to contract with a provider for managed services. We contacted the company that is monitoring the Server. We got pricing from them and a competitive bid from another company. I created a document that compares both the pricing from Ace Tech and SumnerOne. I highlighted the low prices from each type of service and then compared the services. The letter I submitted summarizes these recommendations. We recommend Ace Tech. We believe that in the first year there will be more calls than in the future. Sumner One bills in 15-minute increments and only includes the 1st hour every month in the paid services. The first 15-minutes of most tech support phone calls with users that are not tech savvy, are usually explaining what is wrong with the system. The price per hour after that is \$150. After year 1, we think that the office should analyze how much they are using the service to make adjustments or get new bids. Every day that the system is not functioning efficiently, it is costing us money. **Shaun Diltz** – Are we locked in for a certain amount of time with this? **Rich Fennel, 54 Boxwood** - No. It's a month-to-month service. **Dave Decker** – The Board met with the IT Committee and Glenn on this last week. Our recommendation was to get a competitive bid. There was only one company that was recommended to go get that bid. The net sum of the pricing for Ace Tech is cheaper and based on your

Holiday Shores
Board of Directors Meeting Minutes

recommendation; you believe that we will receive better service from them for the dollars we are paying? **Rich Fennel, 54 Boxwood** – Yes.

Dave Decker – Motions to accept the bid for Ace Tech to do the data migration and workstation cleanup, the full vantage service for all workstations and the Office 365 as submitted.

Shaun Diltz – Seconds.

Glenn Dalton - The staff responded to that and the Board has that information. I wanted to make sure you were aware of that. Yes, we need this system fixed as fast as we possibly can. But, we also want to make sure that it's done right the first time. That's why we're taking the stand that we are. You are aware of our recommendation.

The IT Committee is aware as well. I would like to read what I have written to the Board. **Bob Lowrance** – For the record, please let us know what your recommendation is because we want the membership to know as well.

We don't want them to feel as though we are hiding anything, because we don't do that. **Letter from and read by Glenn Dalton** – 'We're also frustrated and the Board will provide direction. We are now going into our 9th month since this process was initiated and as users, our system is currently ineffective. We solicited bids from both Ace Tech and Sumner One and as a manager, the disparity between the two is what led me to seek additional bids. I see a difference of \$1,450 in the initial data migration and workstation clean up. All the bidders, except for Ace Tech, came to our office and evaluated this element. If that data was provided to Ace Tech and our system becomes operational for \$1,450 less, we will be happy with their bid. The additional bids will give us an idea of where we stand on that issue. We also have a disparity between the two with regard to full managed services for Server and all workstations. Their recommendation provided is Ace Tech. However, only one side of the total cost provided will state that Sumner One is cheaper on the managed services side. Trying to compare apples to apples is difficult unless cost is provided for both bids for comparison. The other element is the add on equipment by Sumner One. I would request an explanation of what it is and the benefit to the user by its installation and do we need this. This has nothing to do with liking someone or personal attacks, however it has everything to do with getting this project with its expenses right the first time. You are correct on the server issue. Cost was a concern that we identified and the Board elected to go with the higher cost because it had already been ordered. Implementation is another issue. In your recommendation, you indicate that typically tech support calls for non-IT users are more frequent and last longer than those that are more computer oriented. You indicate that you do expect to see high monthly extra charges for at least the first year. As indicated, we are going into our 9th month and we are now looking at integration of our workstations. Our bidders have also indicated that many of our problems may be due to not having Windows 10 Pro and Office 365 on our workstations. We are not qualified to make any determination on them. During this process we have attacked no one and worked with the committee and now the Board's being brought in. The only thing the staff is requesting is to provide us with an operational system that will enhance our ability to perform our jobs. Let's get it right the first time at the best expense. Taking bids next year will do nothing. We want this right the first time and piece mealizing this process will be counterproductive and inefficient. In a perfect world the only thing that should be bid is the managed services and rebuild of our workstations in the future.' We just want to make sure that you are all aware of our position. We're going to go with whatever the Board wants to do. **Bob Lowrance** -We have been back and forth a number of times and the office staff and myself are not IT experts, we've got two members who are and they have looked at and analyzed these bids and I assumed as a Board from the motion and second that we've gotten, that's the direction that we want to take because we're looking at experts in the field. **Glenn Dalton** – Okay. Thank you. **Dave Decker** - In addition to that when we met with you and the IT committee, it was your recommendation that we go out and get another bid for comparison and once we got that bid back, then suddenly, you want to go out for more bids. You're the one who's been pushing to get this done and you're the one who says we need to do something. So, we put together a plan with you at the last meeting to get it done and that's what I think we're doing. **Glenn Dalton** – Yes, sir. That is correct. **Shaun Diltz** - The one thing that wasn't called out there Glenn was you're right, the monthly cost is less, but if we get the 2 hours of support were already \$75 more expensive than Ace Tech, So That could already be potentially be

Holiday Shores
Board of Directors Meeting Minutes

drastic in the cost. If we don't end up using it, then we have an opportunity to reevaluate it. **Glenn Dalton** - I understand that Shaun. **Jeanne Abert** - This is a monthly contract? **Dave Decker** - And based on the amount of things we have, there's going to be more than 1 call. **Jeannie Vortruba, Lot 493** - My understanding is that this is just for the office and does not affect the members of the association individually, correct? **Dave Decker** - It's strictly office equipment and software. **Jeannie Vortruba, Lot 493** - Is there any way that sometime in the future, the Board can get Madison Telco to come down on their prices? **Dave Decker** - We don't negotiate that.

All in Favor.

Motion Carries.

Dave Decker - Glenn had mentioned in his letter the addition of Windows Pro. **Justin Patterson, Lot 1402** - The cost of that is \$60 and would be part of a domain upgrade. I don't know if that's in the letter or not. It is included. **Dave Decker** - When can we get this done? **Justin Patterson, Lot 1402** - That's going to be up to the office to contact Ace Tech. To have the software on the workstations, and do all the steps, it shouldn't take more than a day or two. The office should schedule that so they're not impacting your daily work. **Dave Decker** - Glenn, I think that you should get with Ace Tech and ask them for a project plan and a timeline. When you get that, can you send that to the Board so we can have it? If you have any issues with them, you can send that to the Board also. **Glenn Dalton** - Yes, sir.

The Board signed the contract.

Phone Service Bid

Justin Patterson, Lot 1402 - Glenn had sent us a bid from Madison Telco in order to move the phone lines and change the service from AT&T to them. We have been doing this where I work because VOIP is considerably cheaper than the regular phone service and there are no long-distance charges. I don't have the quote in front of me but I believe it should save us a couple hundred dollars a month. In this case if we went up to 50 MB, right now we're paying \$500 per month, it would lower the bill to under \$ 400 per month. If we went to 100 MB that would go up to \$439. Which is still \$80 a month difference. Since we're currently paying long-distance now and when we then some of the charges could be a bigger savings and some could be a smaller savings. The Committee is recommending that we make this move. **Glenn Dalton** - To the 100 MB or to the 50 MB? **Justin Patterson, Lot 1402** - That would be up to the Board. The internet connection since we upgraded the Server has been stable. **Dave Decker** - That was the question I was going to ask. Our internet is stable now, so it will not interfere with our phones? **Justin Patterson, Lot 1402** - The issues are with the workstations and not with the internet. **Dave Decker** - Glenn, do you agree with that statement? **Glenn Dalton** - Yes. **Justin Patterson, Lot 1402** - We recommend 50 MB. The speed is going to be determined by what is being uploaded or downloaded. You can always start there and then upgrade if needed. **Conversation Ensues. The Board, Glenn, Rob and the IT Committee discussed the internet speed and uses in the office. The building has 50 MB internet service. The office itself has access to 60% of the bandwidth. Glenn and Rob both stated that the internet in the office is slow if the office staff is trying to download or upload large files which is done daily. The Board agreed that to save money, they would stay at 50 MB and upgrade if there were still issues after the computer networking issues were repaired. The Board agreed that the office should be getting a higher percentage (80%) of the bandwidth. With the other 20% being split between the restaurant and guest network. The Board would like the office to bring in time and cost savings estimates to upgrade the service.**

Dave Decker - Motioned to use the proposal at 50MB.

Michael Hawks - Seconds.

All in Favor.

Motion Carries.

10-Year Road Plan

Holiday Shores
Board of Directors Meeting Minutes

Glenn advised the Board that the office will need to send out the packets for the Annual Meeting 40 days prior to May 19th. The Board agreed to have everything that needs voted on, by the March 28th meeting.

Bob Lowrance - Couple things I was going to check on his wall I did send an email to Glenn and he said we have a 50' right-of-way. **Glenn Dalton** - A 50' right-of-way and 15' easement on each side for a total of 80'. **Bob Lowrance** - That's not normal and like I said I was going to check at the county as well. And how did you find that out? **Glenn Dalton** - I got that from our engineer. He's been doing all our planning. **Bob Lowrance** - Just to reiterate, we'd been talking about the township possibly taking over our roads and I spoke with Fort Russell Township's Highway Commissioner and they require a 50' right-of-way, 60' for new roads, but there may be a chance that if we did get our roads up to their requirements, which I don't think we will, because they require 24' wide improved streets and ours average about 18'. I talked to him about TIFF money. He explained that their TIFF money is completely different for Townships than it is for cities. For our population of 2,712 as a city it would be about \$400,000 per year. They get \$1,500 per mile. With our approximate 22 miles, they would get \$33,000 where we would get \$400,000 back from TIFF. That's another reason they would not take them over. Kurt Prenzler said the same thing. So, based upon my conversations with them, it's not going to happen.

Social Committee

Bob Lowrance - Glenn, did anybody step up for the Social Committee? **Glenn Dalton** - No, sir. **Bob Lowrance** - Board, suggestions? **Dave Decker** - If you don't have anybody to set it up, you shut it down. **Bob Lowrance** - I want to propose this to the board. Let's just take one page out of the next Holiday Times and say that we're looking for members and if we don't get members we may have to shut the Social Committee down. **Conversation Ensues. The Board agrees to add this to the Holiday Times. They discussed what events should be put on advertisement.**

Fill Dirt on For Sale Lots

Allen Campbell, 325 Deepwater Circle - The Real Estate Committee met with Glenn back in the beginning of February. (They have submitted a report to the Board.) Glenn brought to our attention that there is about 400 tons of dirt that has been given to the community from the different homes that have been built recently. We went around looking at what we had previously defined as watershed lots. There were four of them at the time. There have been a couple that have been sold since we devised the report. The objective was to improve the condition and the marketability of the lots by adding dirt. The two remaining lots are on Brigantine and Jolly Roger. The lot on Jolly Roger is more of a drainage problem. We have expanded our search for more lots that are still Association lots that we can use some of this dirt to improve them. The recommendation of the committee is to also improve lot 1204. We haven't decided how much dirt that lot would actually need. We can foresee a big improvement on the flow of water on that lot. For any of you that are not familiar with that lot, there is essentially a small river running through it. The other lot is Brigantine which can use about 15 tons of fill. All of this is outlined in the report. Another recommendation would be 1289 Jamaica. There's about 600 tons of dirt fill on that lot. We're recommending keeping it there. We're recommending 70 more tons of dirt to make the lot on Catalina more marketable. We also exercise caution with adding dirt to lots if you are going to sell them. There is a possibility of potential liability of the sale of lots with dirt fill. Keep accurate records of each lot that has dirt fill along with the quantity and location on the lot. It should be disclosed to future buyers. The committee has also updated the spreadsheet of the lots that are available for sale. We are getting more and more offers for these lots, but the Board is still taking offers that are considerably below market prices. The committee would like for the Board to do more negotiation on the prices. I had a discussion with the Board when I got on the committee about fire selling some of these lots unfortunately it looks like we tend to do that somewhat. I also am a realtor in the association. The lots are being sold basically for Lake Privileges. Even the non-buildable Lots are being grabbed up. If people want an investment and to build a home there usually

Holiday Shores
Board of Directors Meeting Minutes

spending more money and buying the more private lots. The whole bottom of the price list is going like crazy because they're getting them for less than 50% of what the market price is. The other thing that bothered the committee which is a separate matter is the sale of out lots. We know that sometimes there is a matter that the board must act on which out lots should be sold. The committee wanted to know what the policy of the board is regarding out lots in the association. **Conversation Ensues. The Board discusses that no out lots have been sold in their entirety. It is their policy not to sell out lots that are of use to the community as a whole. There have been some sections of out lots that have been sold recently that were not in areas that would be used by the community for common area use and not easily accessible to anyone, except for whom they were sold to. There have been some offers made on some common area use properties, but they were not considered. The Board explained that the Building Committee can access copies of the surveys if they are available. It was suggested that sales of sections of out lots might want to be considered as a new bylaw. The Board stated that controlling the erosion of the dirt that is sitting on the lots and that will be used as fill is very important so that it is not washing into the lake. They also wanted to make sure that any dirt added to any lots will not affect the other lots adversely.**

Dave Decker - Motions to approve the adding of 15 tons of fill dirt to 1957 Brigantine.

Michael Hawks - Seconds.

All in Favor.

Motion Carries.

Annual Meeting Location

Michael Hawks - The Edwardsville Moose is available on the 19th. They will charge \$150 for the cleanup, \$200 for the hall rental and \$60 for an additional bar person. They held over 400 people with tables 2 weeks ago for an event. I have it tentatively booked I just need to let them know. **Bob Lowrance** - Without tables, what's the maximum number of people? **Michael Hawks** - I'm not sure. Fire code is 373. The rental for the middle school is \$1,200. I have it tentatively booked for 10:00 a.m. to 3:00 p.m. That's the main hall. There are 2 other rooms in the Moose. **Bob Lowrance** - Can they hear us in the other rooms? **Michael Hawks** - If you have a good PA system. **Glenn Dalton** - The other thing that we would need would be 1 secure area for about 10 people and Shaun would need to coordinate the Audio-Visual requirements that you would need. **Michael Hawks** - Okay. **Shaun Diltz** - That's fine. **Michael Hawks** - And maybe we can decide next meeting. I will let her know. **Bob Lowrance** - And I had anticipated maybe 500 people. I don't know what the thoughts were for everybody else. **Shaun Diltz** - I would think 500 people for here, for another location it would probably drop it. **Dave Decker** - If you're talking about \$600 out of their pocket, it won't change it. **Bob Lowrance** - I agree. **Jeanne Abert** - Would it be possible to have a tent set up for a PA system? **Michael Hawks** - What are you going to do if it rains? **Glenn Dalton** - We do have that capability. We've discussed it in previous meetings in the past. We can project the sound out on the beach. The problem is that we would have to secure that area. It will take a couple extra public safety officers to ensure that we are only working with members in good standing. **Justin Patterson, 1402** - We have access to 2 different tents. FNB will typically loan us their tent. It does not have sides. The Social Committee's tent does have sides. **Bob Lowrance** - I still think we need a location that is indoors. So everybody, continue to think about it and we will talk about it at the next meeting.

Dave Decker - Glenn, I had requested a profit and loss for 2017 in an email a couple weeks ago. Can you get me a copy of that? **Glenn Dalton** - I thought I gave that to you on the meeting on the 19th, Dave. **Dave Decker** - No you did not. you were supposed to send out a copy the last version of 2017 to the board. I had requested that it be in the board packet for the last meeting and the board still doesn't have a copy of that. Can you please get that to the Board? **Glenn Dalton** - Sure. I thought it was.

Holiday Shores
Board of Directors Meeting Minutes

Open Session

Nothing Discussed

Shaun Diltz - Motions to adjourn.

Michael Hawks - Seconds.

All in Favor.

Motion Carries.

Meeting adjourned at 9:14 p.m.

Meeting minutes submitted by Misty Soliben.